SAMSUNG

Galaxy J3 Prime

Quick Start Guide

metroPCS

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Phone Functions

Front Image

Back Image

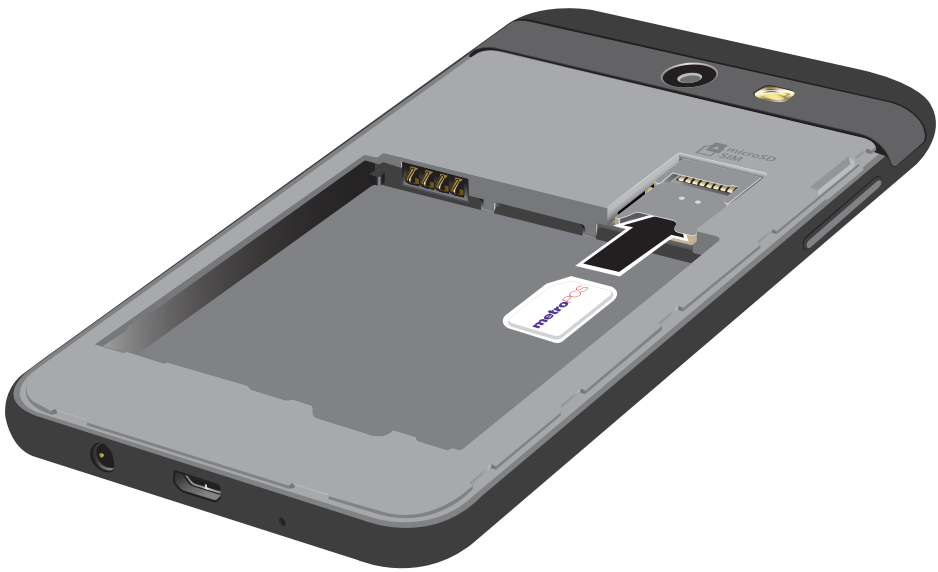
Set Up Your Phone

Remove the Back Cover

- Locate the cover release latch and remove the cover.

Install the SIM Card

- Slide the SIM card into the SIM card slot until it is secured.



Optional: Install a microSD or microSDHC card

Your device supports a removable microSD or microSDHC card (sold separately).

- Slide the memory card into the card slot until it is secured.

Insert the Battery

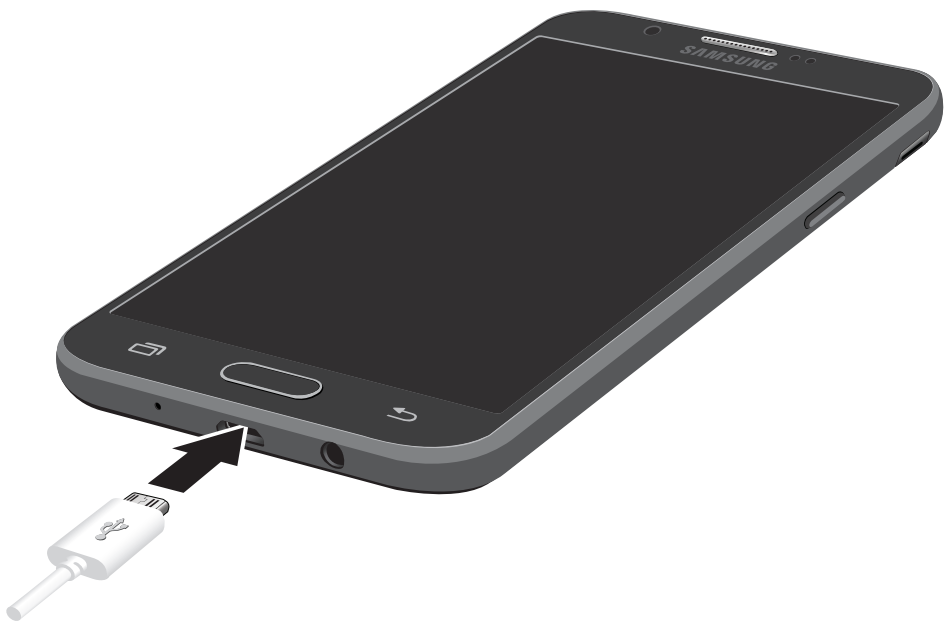
- Insert the battery, making sure to align the gold contacts and press down to secure the battery.

Replace the Back Cover

- Position the back cover over the battery compartment and press down.

Charge the Device

- Before turning on your device, charge it fully. Be sure to use the charger that came with the device.



Warning: Use only charging devices and batteries that are approved by Samsung. Samsung accessories are designed for your device to maximize battery life. Using other accessories may void your warranty and may cause damage.

Turn Your Phone On and Off

1. To turn ON, press and hold the **Power/Lock** key.
2. To turn OFF, press and hold the **Power/Lock** key and follow the prompts.

Initial Device Configuration

1. Select a language and tap **START** or tap **ACCESSIBILITY** if you are visually impaired or hard of hearing.
2. Follow the prompts to complete setup.

Lock and Unlock the Screen

1. To Lock, press the **Power/Lock** key.
2. To Unlock, press the **Power/Lock** key then swipe your finger across the screen.

Volume and Ringtones

1. From the Home screen, tap **Apps** → **Settings** → **Sounds and vibration**.
2. Tap **Volume** to increase or decrease ringtone volume.
3. Tap **Ringtone** to select a ringtone.

Customize Your Phone

Wallpaper and Widgets

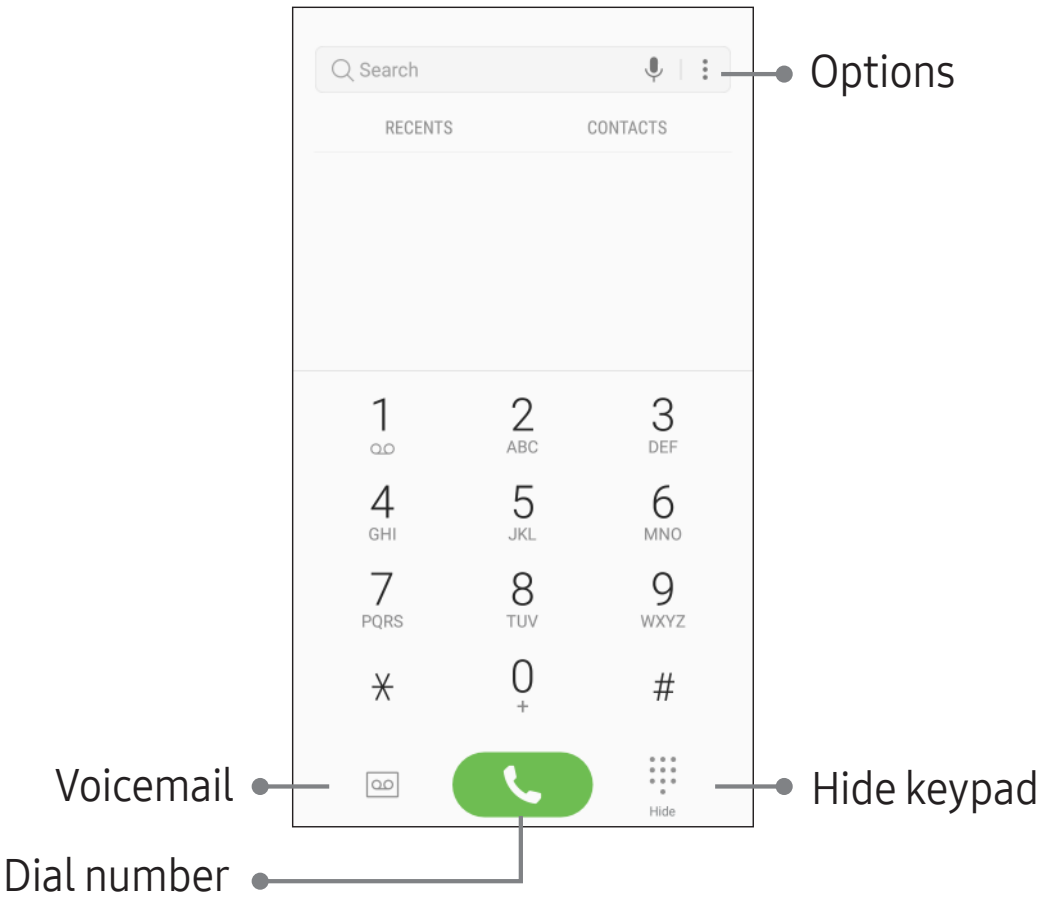
- Touch and hold a blank space on a home screen to access the following options:

- **Wallpapers and themes**: Change the look of the Home and Lock screens with a variety of wallpapers, icons, and themes.
- **Widgets**: Widgets act as shortcuts for applications and some device features.
- **Screen grid**: Change the number of icons that can be placed on a Home screen.

Calling Features

Make a Call

- From the Home screen, tap **Phone**.



Answer a Call

- At the incoming call screen, touch and slide **Answer**.

End a Call

- Within an active call, tap **End call**.

Reject a Call

- At the incoming call screen, touch and slide **Reject** to route the call to voicemail.

Wi-Fi Calling

Wi-Fi™ Calling allows you to make and receive phone calls and messages over a Wi-Fi connection.

Important! You must have an E911 address registered with your account in order to use Wi-Fi Calling. You can register an E911 address via the myMetro® Android™ app that is either preinstalled on your phone, or available for download from the Google Play™ store. If you do not have an Android smartphone, you can call 611 to update the address.

Enable Wi-Fi Calling

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **More connection settings** → **Wi-Fi Calling**.
2. Tap the **Wi-Fi Calling** slider to toggle off the feature. Tap it again to activate and register your device with the network.
3. Confirm that Wi-Fi is connected and **Wi-Fi Calling Ready** displays in the Status Bar.

Disable Wi-Fi Calling

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **Wi-Fi Calling**.
2. Tap the **Wi-Fi Calling** slider to toggle off the feature.

Change connection preferences

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **Wi-Fi Calling**.
2. Tap **Connection Preference** and select your preference.

Voicemail

Set Up Voicemail

1. From the Home screen, tap **Phone**.
2. Touch and hold 1.
3. Follow the prompts to set up your mail box.

Access Voicemail

1. From the Home screen, tap **Phone**.
2. Touch and hold 1.

Visual Voicemail

View a list of people who left a voicemail message, and listen to messages in any order directly from the device, without calling Voicemail.

Initial Configuration and Setup

1. From the Home screen, tap **Apps** → **MetroPCS** folder → **Visual Voicemail**.
2. Read the information and follow the setup instructions.
3. Tap an on-screen voicemail message to play it back.

Delete Visual Voicemail Messages

1. From the Visual Voicemail application screen, tap the voicemail message you want to delete.
2. Tap **Delete** → **OK**.

Contacts

Create a New Contact

1. From the Home screen, tap **Apps** → **Contacts**.
2. Tap to add a new contact.
3. Enter the contact information.
4. Tap **SAVE**.

Edit a Contact

1. From the Home screen, tap **Apps** → **Contacts**.
2. Tap a contact to view its information, then tap **Edit**.
3. Tap **Save** to store the new entry.

Delete a Contact

1. From the Home screen, tap **Apps** → **Contacts**.
2. Touch and hold a contact name from the list and tap **DELETE**.

Messages

Create and Send a Message

Create and send a message using the Messages app.

1. From the Home screen, tap **Messages**.
2. Tap to compose message.
3. Tap COMPOSE to compose message. Enter the recipient's phone number or email address.
4. Tap the **Enter message** field and use the keypad to enter a message.
   - Tap **Attach** and select a file type.
   - Tap **Emoticons** to choose an emoticon.
5. Review the message and tap SEND.

Gmail

Before you can access Google™ applications, you must first sign into or set up a new Google account.

- From the Home screen, tap **Google** folder → **Gmail**.
  - Tap **Add** an email address to create a new account or to log into an existing Gmail account.
  - Tap **TAKE ME TO GMAIL** if you have an account setup on your device.

Set Up Your Email Account

Check email on the go with popular Internet-based email accounts.

1. From the Home screen, tap **Apps** → **Email**.
2. Enter your email address and password into the appropriate fields and tap **Next**.
3. Follow the prompts to complete setup.
4. Tap **Done** to store the new account.

Connections

Connect to Bluetooth

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **Bluetooth**.
2. Tap **On/Off** to turn on Bluetooth®.
3. Tap a device from the list to initiate pairing.
4. Enter the passkey/PIN code, if required, and tap **OK**.
5. Once successfully paired to an external device, displays in the status bar.

Connect to Wi-Fi

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **Wi-Fi**.
2. Touch and slide the Wi-Fi® slider to the right to turn it on.
3. Tap a network in which to connect and enter the password if prompted. When connected displays in the status bar.

Mobile Hotspot

Turn your device into a Wi-Fi hotspot. The feature works best when used in conjunction with 4G/LTE™ data services.

Note: You must have qualifying service on your account in order to use the Mobile Hotspot.

Activate the Mobile Hotspot service

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **Mobile Hotspot and Tethering** → **Mobile Hotspot**.
2. Tap **On/Off** to turn on Mobile Hotspot.
3. Edit the **Network name** field and then create a new Network SSID name.
4. Enable the **Broadcast network name (SSID)** field if you would like to broadcast your SSID name to nearby devices.
5. Verify the **Security** field is set to **WPA2 PSK**.
6. Enter a new password.
7. Tap **SAVE** to store the new settings.

8. Confirm the Mobile Hotspot active icon displays in the Status bar.

Note: During the initial setup process, the connection is not secure. It is recommended that you maintain a secure connection by using a password for communication.

Using your 4G service and smartphone Mobile Hotspot drains your phone's battery. Connect the phone to a power supply to use Mobile Hotspot.

Change the Mobile Hotspot Password

1. From the Mobile Hotspot screen, tap **Mobile Hotspot** → **MORE** → **Configure Mobile Hotspot**.
2. Delete the previous password and enter a new one into the **Password** field.
3. Tap **SAVE** to store the new settings.

USB Tethering

Share your device's mobile data connection using a direct USB connection between your device and a single computer.

- If additional software or USB drivers are required, go to: samsung.com/us/support/downloads.

Connect using USB Tethering

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **Mobile hotspot and Tethering**.
2. Connect the computer to the device using the USB cable, and then tap **USB tethering**.
3. If prompted, read the notification regarding data use and tap **OK**.

Disconnect USB Tethering

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **Mobile hotspot and Tethering**.
2. Tap **On/Off** to turn off USB tethering.
3. Remove the USB cable from the device.

Apps & More

Install Apps

Find new apps to download and install on your device.

- **Play Store**: Download new apps from the Google Play™ store.
  Visit play.google.com/store/apps to learn more.
- **Galaxy Apps**: view and download Samsung apps that are optimized for use with Galaxy devices. Visit samsung.com/levant/apps/mobile/galaxyapps.

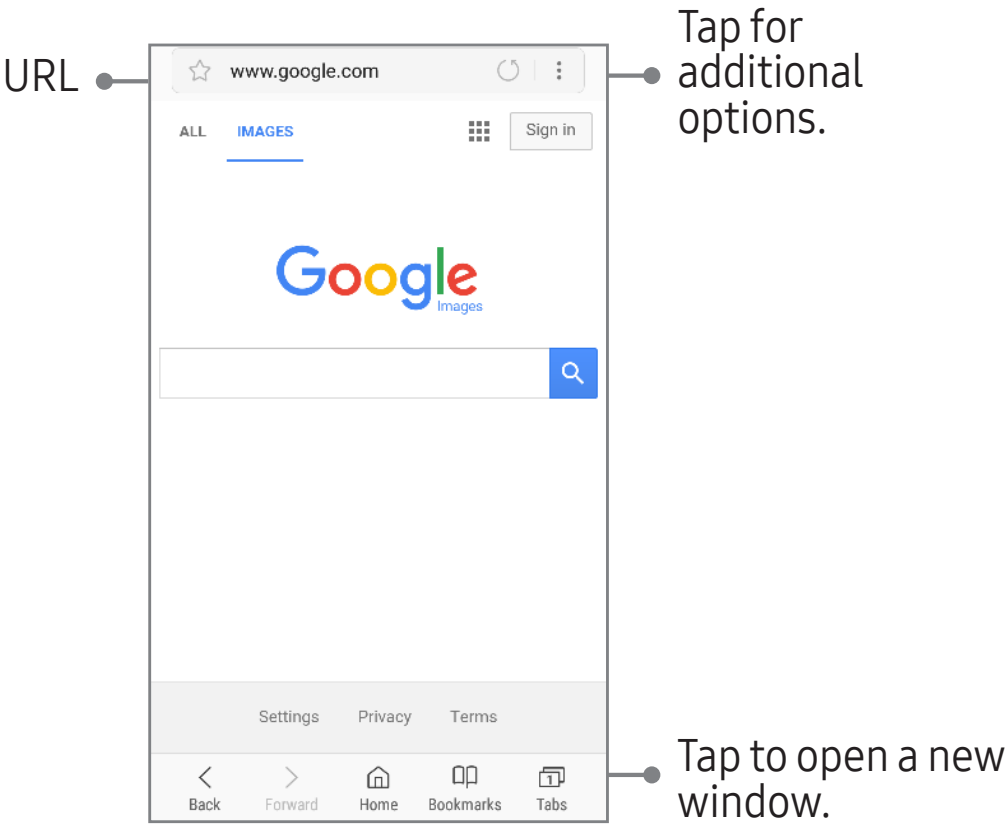
Samsung Smart Switch

Easily transfer your photos, videos, music, apps and more with Samsung Smart Switch™. Get started today at samsungsmartswitch.com.

Internet

Take the Internet on the go, get the latest news, weather and follow your stocks.

- From the Home screen, tap **Internet**.



Enter a URL

You can access a website quickly by entering the URL.

- From the homepage tap the URL field at the top of the screen, enter the URL and tap **Go** on your keyboard.

Add a new tab

1. From your browser window, tap **Tabs** → **NEW TAB**. A new browser window displays.
2. Tap **Tabs** to see the open windows, and tap a window to view it.

Camera

Take pictures and record videos with the Camera app.

Take a Photo

- From the Home screen, tap **Camera**.
  - Tap to take a photo.
  - Tap to take selfies.
  - Swipe up or down to switch between the front and the rear camera.
  - Swipe right to select a shooting mode.
  - Swipe left to select an effect.

Take a Video

- From the Home screen, tap **Camera**.
  - Tap to start recording.
  - Tap to capture a picture while recording.
  - Tap to pause recording.
  - Tap to finish recording a video.

Security

Lock Screen

Use your device's screen lock features to secure your device.

- From the Home screen, tap **Apps** → **Settings** → **Lock screen and security** → **Screen lock type**.

MetroPCS Quick Start Information

Service

You will need the following information when activating service:

- Your name, address, and an eight-digit number that you will use to access your account (your personal identification number “PIN”).
- Your serial number (IMEI) and SIM card number. To locate the serial number, remove the phone from the box and remove the battery cover from the phone. The serial number is located near the bar code. It will be either 14 or 18 digits. The SIM card number can be located below the bottom bar code on the back of the SIM card holder.
    - If your phone does not have a removable battery, check the box label or phone settings to locate the serial number.
- Your choice of MetroPCS plan and services, including unlimited data, talk and text plans.
- Install the battery, if applicable, and SIM card in your new phone by following the step-by-step instructions in this phone’s User Guide.

- Once your phone is powered up, dial 1.888.8metro8 (1.888.863.8768) to connect with an activation representative who will assist you in activating your phone. You can also activate your phone online by visiting metropcs.com. (As soon as your service is activated, be sure to fully charge the phone's battery before using it again.)

Don't hesitate to ask your MetroPCS representative for more information on additional features and services, or visit metropcs.com.

Account Detail:

- **Text Message Reminder**. MetroPCS provides a text message reminder on your phone before payment is due.
- **E-statement**. View your statement summary online.
  (Only available in select states.)
- **Call Detail**. View your call detail online for a listing of all local calls made during the service cycle. (Additional charge applies.)

Payment Options:

There are several ways to pay for your MetroPCS service.

- **Auto Pay**. Your credit or debit card is automatically debited five days before payment is due.
- **Express Pay**. Pay by credit or debit card online at metropcs.com.

- **Drop Box**.* Drop a check made payable to MetroPCS or money order in a MetroPCS store drop box.
- **By Mail**. Include your account number and phone number on your check or money order and mail to: MetroPCS, P.O. Box 5119, Carol Stream, IL 60197-5119.
- **By Phone via Automated System**. Pay by credit or debit card from your MetroPCS phone by dialing 1.888.8metro8. (Convenience fee applies.)
- **Store Payment Machine**.* Accepts cash, debit or credit card (with PIN). (Convenience fee applies.)
- **Over the Counter**.* Pay at an Authorized Payment Location with cash, check, credit or debit card. (Fees vary based on location.)
- **eWallet**. Sign up for MyAccount through metropcs.com and create your own secure eWallet where you can safely store cards for quick payment and set up auto pay.
- **Text to Pay**. The secure and easy way to pay your monthly MetroPCS service. Register your credit or debit card with the MetroPCS eWallet service and simply respond to a text from PAYNOW (729699) to pay.

* Not available at all locations.

MyMetro®

- Manage your MetroPCS account right on your phone.

  By dialing any of the customer service numbers, you can change your rate plan, change your features, and pay your bill. Just follow the instructions on your phone.

For Assistance:

Please visit your local MetroPCS store or refer to the following options if you need additional assistance.

- Sign up for MyAccount to view account details, check your balance, make a payment, manage eWallet and more.
- MetroPCS automated customer service from any phone.....1.888.8metro8 and follow the prompts (1.888.863.8768)
- Online information.....metropcs.com

Please follow us at:

@MetroPCS

facebook.com/MetroPCS

Coverage: Coverage and services not available everywhere. Nationwide long distance only available to the continental U.S. and Puerto Rico. Coverage, rates, services and features subject to change.

Text Messages: Text messages can only be sent while in a MetroPCS coverage area or in a compatible roaming area. No guarantee of text message delivery.

General: Family Plan is limited to five lines attached to one account and use of qualifying phones. Limited time offer. Certain restrictions apply. Phone selection and availability may vary by store. Compatible MetroPCS device required; not all features or plans available with all devices. MetroPCS features and services for personal use only. Not all services are available in all covered areas.

Data Plans: For $30, $40, and $50 plans, full available speeds apply up to monthly high-speed data allotment; then speeds slowed to average MetroPCS network speeds for remainder of billing cycle. Your phone will continue to indicate that it is receiving a MetroPCS 4G or 4G LTE signal even if your usage is not at full available speed. Wi-Fi usage does not count toward your monthly data allotment. Use of some content, features, or services may incur separate, additional charges and/or require a qualifying data plan or access to Wi-Fi connection. Data Top-Up purchase provides an additional 1GB of high speed data. Data Top-Up allotments may only be used during the Billing Cycle in which they were purchased.

Abnormal Usage: Service may be slowed, suspended, terminated, or restricted for misuse, abnormal use, interference with our network or ability to provide quality service to other users, or roaming usage predominance. On all plans, during congestion the top 3% of data users may notice reduced speeds until next payment cycle. See store or metropcs.com for coverage, details and Terms and Conditions of Service (including arbitration provision).

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Your device may not work if you alter its original software. This device will only operate with firmware versions that have been approved for use by MetroPCS and the device manufacturer. If unauthorized firmware is placed on the device, it will not function.

Hearing aid compatibility: This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids.

It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Your phone's GPS system is enabled by default in order to permit use of planned future services; see your phone's manual for instructions should you wish to disable your GPS for non-911 purposes.

MetroPCS Terms and Conditions of Service ("Agreement")

For the most recent and up-to-date version of the MetroPCS Terms and Conditions of Service to which you agree and will be bound when you activate, use, change or pay for your MetroPCS service, please visit metropcs.com/terms.

Welcome to MetroPCS. We are pleased that you have selected us as your wireless carrier. Our Terms and Conditions of Service are available at https://www.metropcs.com/terms-conditions/terms-conditions-service.html. These Terms and Conditions of Service apply to all devices and wireless services provided by us to you and consist of several parts, which may be amended from time to time.

In the event that the terms and conditions relating to a feature you may have selected or may be included in your Rate Plan conflict with the MetroPCS Terms and Conditions of Service, the MetroPCS Terms and Conditions of Service shall control.

By: (a) giving us a written or electronic signature or telling us orally that you accept the MetroPCS Terms and Conditions of Service; (b) activating Service (if you are a new subscriber); (c) using your Service after your Service is activated or after you make a change or addition to your Service; (d) paying for the Service; or (e) failing to activate Service within 30 days after the purchase of your wireless device, unless you return your wireless device within MetroPCS' applicable return period, you agree to the MetroPCS Terms and Conditions of Service and the terms and conditions of service and use related to any feature you may have selected or may be included in your Rate Plan, including, but not limited to:

- You waive your right to a jury trial in disputes with MetroPCS;
- Your disputes with MetroPCS will be decided by an arbitrator;
- You waive your right to institute or participate in class action litigation against MetroPCS;
- You will provide MetroPCS with accurate information about yourself;
- MetroPCS may communicate with you from time to time about your Service;

- You will pay all taxes and regulatory fees even if your rate plan is inclusive of taxes and regulatory fees; and
- MetroPCS may terminate your Service if you fail to timely pay for your Service or violate the Terms and Conditions of Service in any way, including abuse of the Service or violations of applicable laws.

Customer Service. If you have any questions regarding your Service or information in this Agreement, you may call our activation center at 1-888-8metro8 (1.888.863.8768).

Billing for Premium and Third-Party Services

California Residents Only

Certain parties besides MetroPCS have the ability to place charges on your bill for premium services. You may access these services and authorize the placement of charges on your bill through your phone or online account. MetroPCS also provides customers, at no additional cost, with the ability to restrict the placement of charges for premium and third-party services on your account. Contact customer care or go to www.metropcs.com/blocking for more information.